

## SCHEDULE B - POSITION DESCRIPTION

<b>Position:</b>	Events Team Leader
<b>Department:</b>	Events
<b>Reports to:</b>	Food & Beverage Services Manager

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### Objectives

Under the general direction of the Food & Beverage Services Manager, the Team Leader is responsible for supervising and coordinating Events service operations in accordance with established National Wine Centre policies and procedures.

The role supports operational excellence by:

- Providing hands-on supervision of Events functions to ensure service standards and client expectations are consistently achieved.
- Contributing to the development of the Events team through effective working relationships, leading by example and providing day-to-day guidance and performance feedback as required.

### Responsibilities

#### Operational Responsibilities

- Supervise and coordinate Events food and beverage service operations under the direction of the F&B Services Manager and/or C&E Services Manager.
- Ensure established service delivery standards are consistently maintained.
- Review events orders in advance to ensure operational readiness and appropriate staffing levels.
- Inspect all event spaces prior to service to confirm room set-ups meet required standards and client specifications.
- Maintain a visible, hands-on presence on the C&E floor to oversee food and beverage service for all internal and offsite events.
- Liaise with clients on the day of events to ensure requirements are delivered to a high standard.
- Delegate duties to Food & Beverage Attendants and provide clear operational direction.
- Conduct structured pre-event briefings to ensure all team members understand service requirements and event details.
- Maintain clear communication with the kitchen team, including providing daily function timings and operational updates.
- Proactively manage guest feedback and complaints, resolving issues promptly and escalating where required.
- Complete end-of-shift and inter-shift handovers, communicating key operational information including event outcomes, staffing matters and supply deliveries.
- Provide handover updates to the F&B Services Manager and/or C&E Services Manager as required.
- Ensure correct handling, storage and maintenance of all Events equipment and operating supplies.

- Ensure opening and closing procedures are completed accurately and in accordance with venue standards.
- Maintain high standards of housekeeping and presentation across all event spaces.
- Assist with Wined Bar operations as directed.
- Ensure compliance with responsible service of alcohol requirements, fire safety regulations and non-smoking legislation.
- Perform start-of-day and end-of-day operational procedures, including opening and closing the Centre.
- Undertake additional duties as directed by the F&B Services Manager or C&E Services Manager.
- Foster positive team relationships to support a professional and collaborative working environment.

### **Management & Compliance Responsibilities**

- Support team development through day-to-day coaching, feedback and implementation of improved procedures where required.
- Monitor and record breakages.
- Assist in monitoring and controlling wage costs through effective supervision of staffing levels.
- Monitor and authorise staff time records at the conclusion of each shift, ensuring compliance with Award requirements, including mandated breaks.
- Ensure staff grooming and presentation standards are maintained in accordance with National Wine Centre policy.
- Provide performance feedback and escalate concerns to the C&E Manager as required.
- Complete guest and staff near miss and incident reports and escalate issues to management.
- Review and adhere to Event Safety Plans for all internal and offsite events.
- Support and ensure compliance with all National Wine Centre policies and procedures.

### **Physical Requirements**

The role requires the capacity to undertake manual handling tasks associated with event operations, including but not limited to:

- Lifting and carrying furniture, tables, chairs, glass racks, beverage stock, food trays, linen, cutlery baskets and chinaware.
- Pushing and pulling equipment such as table trolleys, stock trolleys, chair trolleys, mobile bars, coat racks and linen bags.

### **Person Specification**

- Demonstrated leadership capability within a hospitality or events environment.
- Ability to work autonomously while maintaining accountability for operational outcomes.
- Excellent verbal communication skills.
- Strong interpersonal skills with the ability to work collaboratively within a team environment.
- Ability to perform effectively in a fast-paced, high-pressure service setting.
- Self-motivated with initiative and a proactive approach to problem solving.
- Sound understanding of food and beverage operations and service standards.
- Immaculate grooming and presentation, with a strong client-focused attitude.

### **Work Health Safety & Wellbeing**

- All Supervising staff are required to implement and maintain the National Wine Centre's WHS Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.
- All other staff will assist the National Wine Centre to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.
- Where appropriate, staff will initiate and participate in worksite inspections, incident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
- Staff will also inform the National Wine Centre of any unsafe working practices or hazardous working conditions.
- The NWC is committed to providing a safe, respectful, and inclusive workplace and ensuring it is free from workplace harassment, bullying and sexual harassment. Harassment in any form will not be tolerated. The NWC takes proactive steps to identify and eliminate risks of harassment through education, clear policies, risk management, leadership accountability, and by promoting a culture of respect

Employee Name (Print) \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_